newgen

Newgen's
Solution for Provider Dispute Resolution

Appeals Solution

Member & Provider Service Inquiries

Grievances & Complaints Management Solution

Complaints, Appeals & Grievances Product Suite

Provider Disputes Resolution

Complaints to Medicare

External Review

Overview

Providers play a central role in the healthcare ecosystem. Their interactions and engagement with payers, particularly during dispute resolution, are crucial during the payer-provider journey.
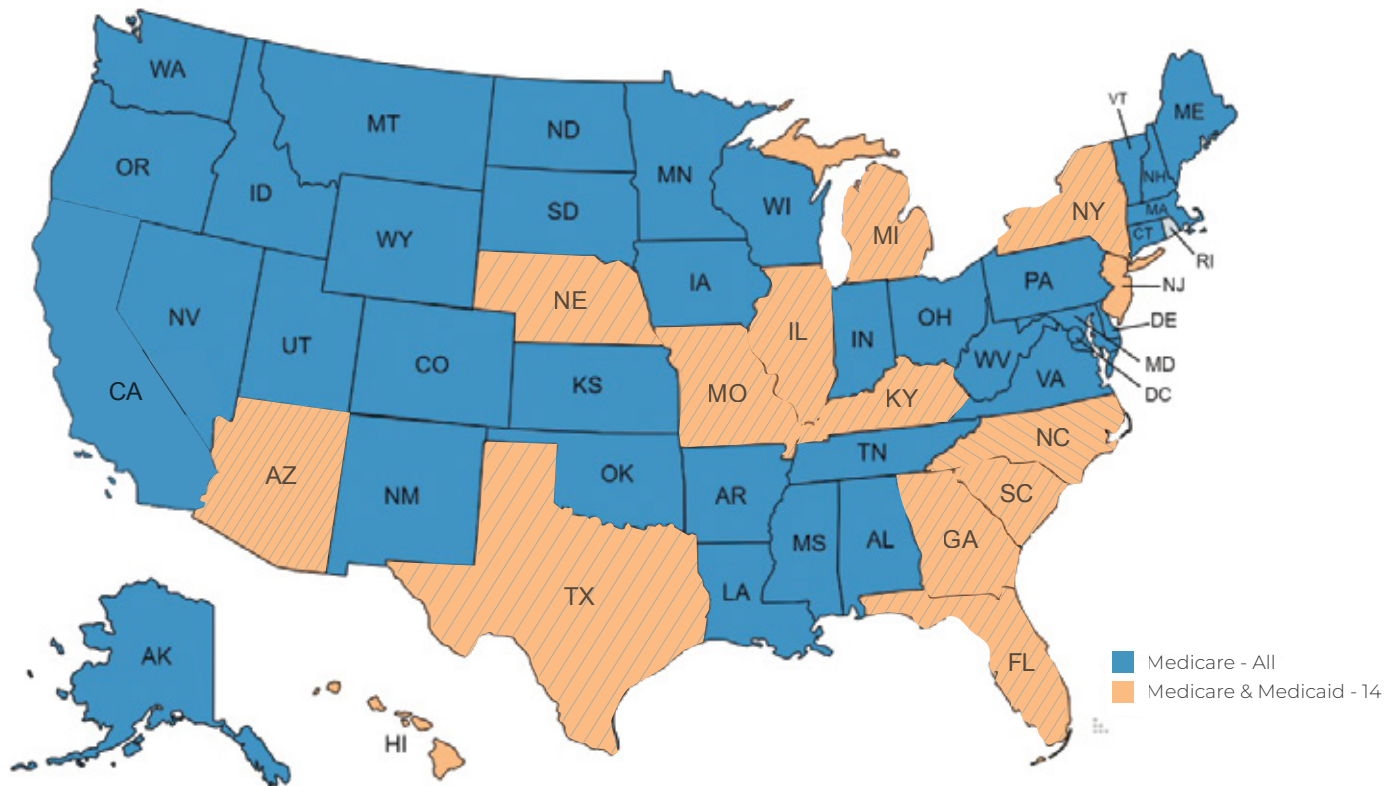
Newgen's Solution for Provider Disputes Resolution, built on Newgen**ONE**, is designed to simplify provider claim disputes and inquiry processes for health plans while adhering to compliance mandates and ensuring payment integrity.

The **artificial intelligence (AI)-enabled, low-code solution** helps maximize operational efficiency by defining, measuring, analyzing, managing, and enhancing the entire dispute resolution process. With a configurable automation framework and a smart rule-driven engine, the solution optimizes resource allocation and streamlines disputes in a seamless manner. Furthermore, it helps deliver prompt case resolutions by automating document processing and correspondences, enriching data, and offering 360-degree case visibility. With detailed reporting, advanced search, and bulk processing capabilities, the solution empowers payers to frictionlessly manage disputes and deliver superior outcomes.

Extensive Coverage Across Markets

Medicare | Medicaid | Commercial Plans | Affordable Care Act (ACA)

From a Few States to All, Newgen is Committed to Your Success

Legend:
- Medicare - All
- Medicare & Medicaid - 14

Map labels: WA, MT, ND, MN, WI, MI, VT, ME, NH, NY, MA, CT, RI, PA, NJ, DE, MD, DC, OR, ID, WY, SD, IA, IL, IN, OH, WV, VA, NV, UT, CO, NE, KS, MO, KY, NC, CA, AZ, NM, OK, AR, TN, SC, MS, AL, GA, TX, LA, FL, AK, HI

Newgen Health solutions offer extensive Medicare coverage nationwide, services across 14 Medicaid states, and customized products for ACA/exchange and commercial sectors available now.

Our solution is designed for efficient, cost-effective expansion into new markets, ensuring adherence to highly-tailored compliance mandates and business regulations down to the product level.

Core Capabilities of Newgen's Solution for Provider Dispute Resolution

Unified System

Capture and create new cases from various intake channels, including custom web portals, mailroom, and faxes

Smart Mail Processing Center

Connect with contextual content services **(Newgen's ECM platform),** allowing for seamless management of incoming documents and correspondences

Leverage AI to identify, classify, and route documents, including advanced extraction of both standardized and non-standardized claim documents

Automated Case Enrichment

Fetch eligibility, claims, and authorization details of members and providers automatically from the core system

Duplicate Check

Detect and flag duplicate entries to prevent fraudulent activities and duplicate processing

Identify closed cases that are similar to the active ones and offer insights for quick resolution

Intelligent Case Assignment

Optimize resource utilization by intelligently prioritizing and allocating cases while effectively managing escalations

Delegate cases to coordinators according to their expertise and skillset, including provider claim disputes, adjustment requests, high dollar claim reviews, payment integrity & SIU reviews, provider complaints, check requests, returned checks, and payment retraction processing

Case Collaborations and Redirects

Collaborate with other departments and redirect cases as needed, facilitating smooth communication and resolution of complex issues

Administer and conduct comprehensive clinical reviews on claims to ensure accuracy

Import collaboration details to create a unified view of case investigations and resolutions

Detailed Reporting and Analytics

Generate and schedule productivity reports to identifybottlenecks and training needs

Fetch operational reports to streamline workflows and effectively manage the workforce

Adhere to regulatory mandates while utilizing compliance reports

Tailor business reports to meet specific requirements or integrate custom modules

360-degree Case Visibility and Oversight

Access a central dashboard to conveniently manage all cases for members or providers. Get periodic status reports and case updates while keeping business managers duly informed

Leverage AI-driven decision support mechanism to derive insights from past decisions, ensuring consistency and compliant outcomes

Automated Correspondence

Automate the generation of compliant letters, eliminating manual intervention

Automate outreach for additional required information

Detailed Case History

Record all decisions, notes, and exceptions for future reference, facilitating seamless case management and ensuring accountability among case workers

Analyze patterns in provider behavior and uncover opportunities for enhancing internal claim processing

Quick and Advanced Search

Use quick search to access a single case at any stage of its lifecycle

Leverage advanced search functionality for cases based on the type and specific criteria when the case number is unknown

Bulk Assignments

Assign/reassign multiple cases to any group or searched user profile using specific criteria, such as denial codes, claim projects, and provider details

Utilize a dedicated screen to bulk cancel or bulk complete cases, addressing claim processing issues before disputes, complaints, and appeals arise
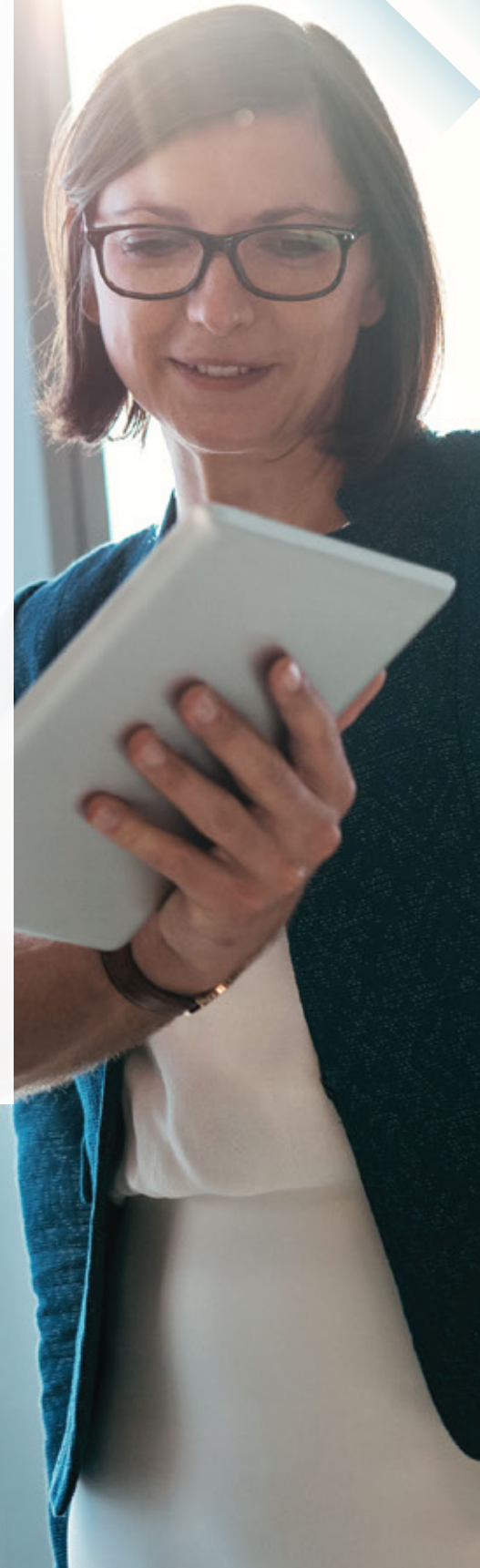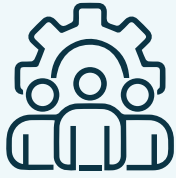
Automated Case Processing

Approve/deny cases automatically based on certain denial codes and allowed reason codes

Identify a bulk/project of claims for reprocessing and load them in a single sweep. Ensure fast, automated processing that complies with requirements and offers immediate relief to payment issues
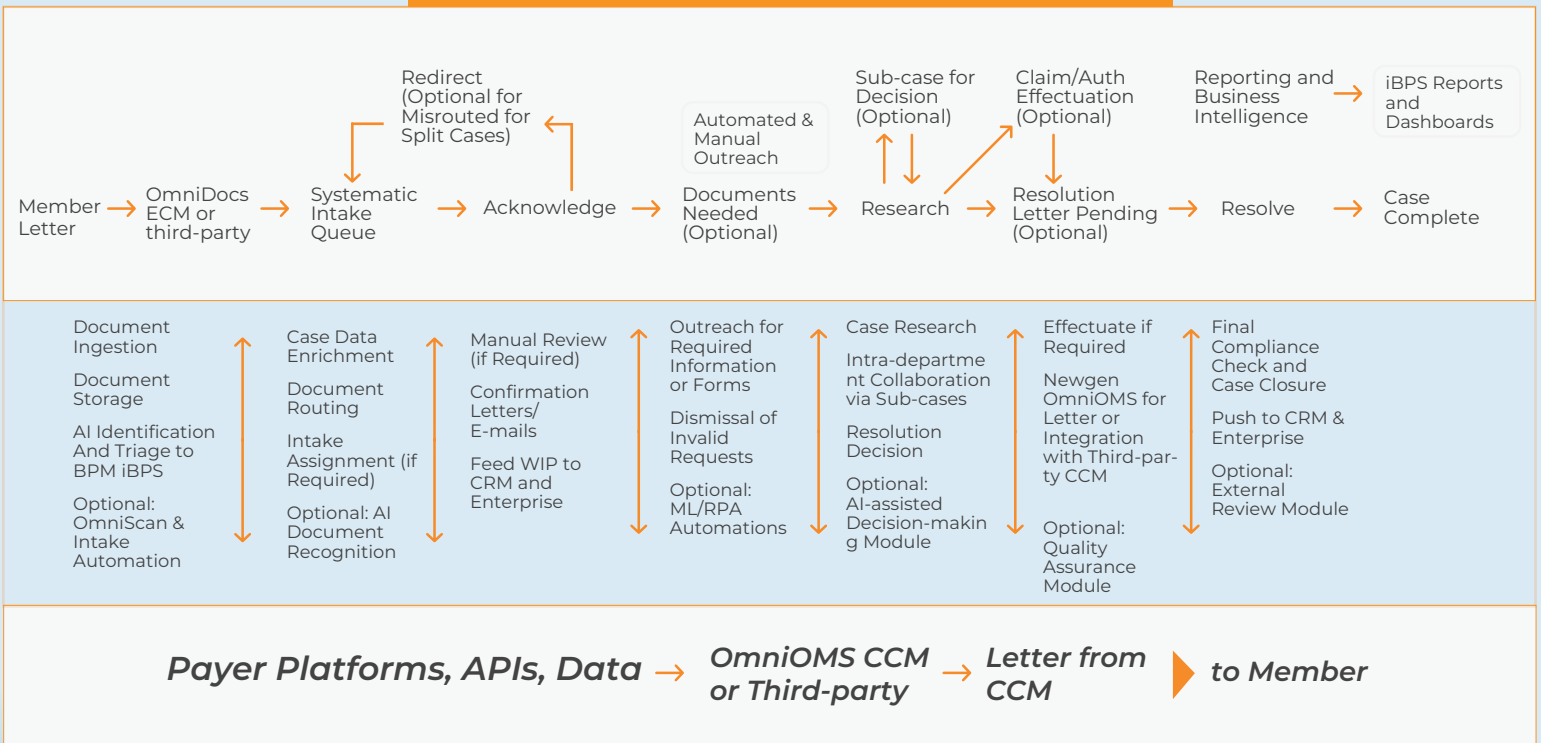
Distinct Views for Various Roles

Create customized dashboards for each role that highlight relevant metrics and tasks. For instance, intake workers can see client intake status, while managers can view the overall project progress

NewgenONE
Complaints, Appeals, and Grievances Solution

Member Letter → OmniDocs ECM or third-party → Systematic Intake Queue → Acknowledge → Documents Needed (Optional) → Research → Resolution Letter Pending (Optional) → Resolve → Case Complete

Redirect (Optional for Misrouted for Split Cases)

Automated & Manual Outreach

Sub-case for Decision (Optional)

Claim/Auth Effectuation (Optional)

Reporting and Business Intelligence → iBPS Reports and Dashboards

Document Ingestion	Case Data Enrichment	Manual Review (if Required)	Outreach for Required Information or Forms	Case Research	Effectuate if Required
Document Storage	Document Routing	Confirmation Letters/ E-mails	Dismissal of Invalid Requests	Intra-department Collaboration via Sub-cases	Newgen OmniOMS for Letter or Integration with Third-party CCM
AI Identification And Triage to BPM iBPS	Intake Assignment (if Required)	Feed WIP to CRM and Enterprise	Optional: ML/RPA Automations	Resolution Decision	Optional: Quality Assurance Module
Optional: OmniScan & Intake Automation	Optional: AI Document Recognition			Optional: AI-assisted Decision-making Module	

Final Compliance Check and Case Closure

Push to CRM & Enterprise

Optional: External Review Module

Payer Platforms, APIs, Data → *OmniOMS CCM or Third-party* → *Letter from CCM* → *to Member*

Key Differentiator

Generative AI (GenAI)

Tap into the power of NewgenONE Marvin—our GenAI layer—to quickly scan documents, delivering insights and summaries in real time

Ask Marvin for any data and instantly receive/access the information with ease

Why Choose Newgen's Solution for Provider Dispute Resolution?

Smarter Decision-making: Improve interrater reliability and payment integrity

Minimized Burnout: Optimize resource allocation to reduce staff exhaustion and promote well-being

Enhanced Collaboration: Facilitate timely, auditable decisions through enhanced teamwork

Real-time Oversight: Provide continuous monitoring of regulated cases for proactive management

Operational Efficiency: Save cost and achieve a minimum of 3:1 ROI

Better Compliance: Ensure adherence to regulations, avoiding penalties

Scan here to learn more about Newgen Health

About Newgen

Newgen is the leading provider of AI enabled unified digital transformation platform with native process automation, content services, and communication management capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.

Request a Demo

AMERICAS: +1 (202) 800 77 83
CANADA: +1 (202) 800 77 83
AUSTRALIA: +61 290 537174
INDIA: +91 11 407 73769
APAC: +65 3157 6189
MEA: +973 1 619 8002, +971 445 41365
EUROPE: +44 (0) 2036 514805

info@newgensoft.com
www.newgensoft.com

newgen